

WEST HAM CHURCH SCHOOL

COMPLAINTS PROCEDURE

The three stage process

We hope to resolve parents' concerns informally. If the school has been unable to do so, parents should take the following action.

How to make a complaint

Stage One – **Talk to the teacher**

As soon as you have a concern, talk to the teacher. Difficulties can often be sorted out very quickly in this way. The best person might be the class teacher. If you are unsure who to contact and how, ask at the school office. You may need to make an appointment. Please do not try to see the teacher during the school's teaching day when they are taking or preparing lessons. It is hoped you can reach an agreement that satisfies you and the school. If you cannot, then you can go to Stage two.

Stage Two – **Meet the Head Teacher**

This can only happen if you have been through Stage One, however schools do recognise that some complaints may go straight to the Head Teacher because of the nature or seriousness of them.

The school office will arrange for you to meet with the Head Teacher or another senior member of staff, who will investigate the complaint. The school will write to you within five working days of the meeting, setting out its response. It is hoped that the decision will satisfy you. However, if you cannot accept what the school says, then go to Stage Three.

Stage Three – **Go to the governors**

The complaint goes to the school's governors. This can only happen if you have been through both Stage One and Stage Two. Within ten working days of getting the Head Teacher's decision, you should write to the chair of governors, care of the school office.

A committee of governors will review your complaint. Afterwards, they will write back telling you their decision. This stage should take no more than 15 working days to complete.